

**ABSTRACT OF THE DISCLOSURE**

5 A method is provided for inviting an assistant entity, such as a customer service representative acting through a endpoint system, into an existing network communication session established by a service system. The service system controls the joining of endpoint entities to the session and enables endpoint entities joined to the session to communicate with each other. The method involves a first party associated with an endpoint system already joined to the session, indicating to the service system that the  
10 presence of an assistant entity is required. The service system selects an appropriate assistant entity taking account of the current context of the communication session, and joins the selected assistant entity to the session.

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**(Fig. 23)**

FOI b7c b7d b7e b7f b7g b7h b7i b7j b7k b7l b7m b7n b7o b7p b7q b7r b7s b7t b7u b7v b7w b7x b7y b7z